

Policy 7.01 Implementation Plan

Biennium Timeframe: July 1, 2009 to June 30, 2010

Plan Due Dates: April 2 (Regional Plan submitted to Assistant Secretary) and April 30 (Assistant Secretary Plan submitted to IPSS) annually. Progress Report Due Dates: April 2 (Regional Plan submitted to Assistant Secretary) and April 30 (Assistant Secretary Plan submitted to IPSS) annually.

Okanogan updates are in red Tri-County updates are in blue Spokane North Updates are in green Spokane Southwest Updates are in pink

| Implementation Plan | | | | Progress Report |
|---|--|---|---|---|
| (1) Goals/Objectives | (2) Activities | (3) Expected Outcome | (4) Lead Staff and Target Date | (5) Status Update for the Fiscal Year Starting Last July 1 |
| 1) Upon request from the Tribe or Native American Urban Organization (NAUO), provide pertinent statistics on Native American community and participant populations, numbers of native American participants served and other relevant data. | 1A. Work Closely to provide accurate information in a timely manner. | 1A. Assist Tribes and NAUOs in developing plans and support grant applications as well as other program enhancements they identify. | <p>Fritzi Reber, Tri-County CSOA – Colville, Spokane and Kalispel Tribes</p> <p>Daryl Pfitzer, Okanogan CSOA -Colville Tribe</p> <p>Mike Forrester, Spokane North CSOA - Spokane Tribal TANF</p> <p>Susan Welton, Spokane SW CSOA - Urban Indian Organizations</p> <p>Dan Ruddell, CSDR1 - 7.01 Progress Reports</p> <p>TRIBAL CONTACTS:</p> <p>Colville Tribe: Carey Batten</p> <p>Kalispel Tribe: Loraine Parlange; Rikki Haugen; Dave Bonga; Joseph Pakootas</p> | <p>Both Okanogan and Tri-County CSOs and the Colville Tribe have entered into MOUs for information sharing on potential GAU clients that are shared by both programs.</p> <p>The CSD Region 1 headquarters staff has conducted a series of SOAR Training Sessions with the Colville and Spokane Tribes. SOAR = SSI/SSDI Outreach, Access and Recovery - is a curriculum designed by SAMHSA to teach community-based case managers how to assist the chronically mentally ill and homeless in accessing federal disability benefits. The outreach that we do in Region 1 also includes an overview of all DSHS programs and we market the benefits of working in collaboration whenever possible. Also, CSD headquarters staff sends federal, state and foundation funding notices to various tribal representatives on a regular basis.</p> <p>Anecdotal data indicates that some connections were made between tribal members who attended previous SOAR training and DSHS. The Region 1 Social Services Coordinator (trainer) has fielded phone calls from tribal members who need additional information or clarification about a particular case or situation. In addition, per request from the Spokane</p> |

| | | | | |
|---|--|--|---|---|
| | | | <p>Spokane Tribe: Dawn Pullin, Ann Dahl</p> <p>American Indian Center.: Sophie Tonasket</p> <p>NATIVE PROJECT: Toni Lodge</p> | <p>Tribe, the regional SSI facilitator has made home visits to help with SSI application filing.</p> <p>The Spokane Tribe and their Tribal TANF office and the Medicine Wheel Academy partner with CSDR1 to bridge the digital divide for Native American youth through the TEConnections project, based in Spokane County. To date, more than 75 urban and reservation tribal youth have received home computers to help with school work through this project.</p> |
| 2) Ensure efforts are made to recruit/hire Native American staff to meet the overall DSHS goal of having a diverse workforce. | 2A. List the number of Native American employees. | 2A. Provide current and accurate statistics. | Same as first Block | <p>The Okanogan CSO currently has four Native American employees and is currently staffed at 12.12%.</p> <p>Tri-County CSO has one Native American employee.</p> <p>Spokane North CSO has two Native American employees who work as Financial Services Specialists.</p> |
| | 2B. Region 1 CSD and the tribes will work together to develop recruitment efforts for staff. | <p>2B. Document local recruitment and discussions with tribes of recruitment efforts.</p> <p>Increase # of Native American employees by 1</p> | Same as first block | <p>Regional Deputy Administrator will consult with Regional Manager for Indian Policy and Support Services to determine the best approaches for increasing Native American candidate pools for employment positions within DSHS.</p> |
| | 2C. Training will be provided by tribes and Region 1 CSD to staff of each organization to improve understanding of career opportunities and how each | 2C. Document training plans and opportunities provided. | Same as first Block | No activity other than SOAR Trainings with the Spokane and Colville Tribes, which covers much more information than just career opportunities - see number 1 above for details. |

| | | | | |
|---|--|---|---------------------|--|
| | organization's system works. | | | |
| 3) Work together to develop agreements, MOU's, or processes to provide quality services to all. | 3A. Establish a process for discussion of needed agreements. | <p>3A. Document all discussion with tribes of process to define and negotiate agreements.</p> <p>Ensure that CSD Headquarters and State Tribal Relations Unit (STRU) receive all MOUs.</p> | Same as first Block | <p>The Okanogan CSO met with representatives of the Colville Tribe several times this past year. As stated above, they currently work under an MOU for potentially-shared GAU populations.</p> <p>CSD Headquarters staff and several CSOAs from Region 1 met with representatives of the Colville Tribal Council in November 2006. From that meeting, it was determined that CSD would provide a series of training sessions to better orient tribal partners with DSHS programs and services and facilitate better communications. The</p> <p>Spokane North CSO completed a two year agreement to provide TANF eligibility facilitation. The inclusive dates are 10/01/2007 to 06/30/2009. Prior agreements have been for 12-month periods.</p> <p>The Tri-County CSOA & Supervisor met with the Director of the Wellpinit Health Clinic to discuss outreach and facilitation of application process for Spokane Tribal members. As a result of this meeting, the Financial Supervisor and Leadworker provided training on our programs and processes to clinic staff.</p> <p>The Tri-County CSOA & Supervisor met with two members of the Spokane Tribe regarding the outreach activities the tribe is doing and offered space to them if needed to talk to families at our facility.</p> <p>The Tri-County CSO WorkFirst Supervisor has participated in a provider group facilitated by the Colville Tribe at Inchelium to discuss services, referrals, communications, etc.</p> |

| | | | | |
|---|--|--|---------------------|--|
| | | | | <p>The Tri-County CSOA met with Regional Administrator, other regional staff and Kalispel Tribal staff at Airway Heights to discuss communication and referral processes.</p> <p>Colville CSO continues to provide out-station services at the Spokane Reservation on a weekly basis and the Colville Reservation at Inchelium on a monthly basis.</p> <p>The Tri-County CSOA & WorkFirst Supervisor attended the Tree of Healing Conference sponsored by the Kalispel Tribe.</p> <p>MOUs are shared with both CSD Headquarters</p> |
| 4) Work together to identify needs of Native American clients and communities and whether current programs and policies meet these needs. | 4A. Describe efforts to facilitate positive working relationships to define needs. Make use of surveys and research completed by tribal staff to develop program implementation techniques to improve services to Native American clients. | 4A. Identify and develop a plan to resolve issues cooperatively. | Same as first Block | <p>The Okanogan CSO provides FQHC outstation services on the Colville Reservation at Nespelem, Grand Coulee, Tonasket, Twisp and Brewster. From these locations, Tribal members have direct access to Financial Services Specialists, who are available to process initial and ongoing Medicaid benefits. They also process program changes and share information about all DSHS programs. During the 2008 calendar year, this FSS served an average of 115 customers per month, with an estimated 75% being tribal. Tribal members living off of the reservation have also been served through the Tonasket, Brewster and Twisp Out-stations. However the percentage of tribal customers would be much lower as they would be more in line with the race populations for those communities.</p> <p>The CSO extends invitations to Tribal agencies that have members needing parenting classes, such as serving Tribal members through the "Love & Logic" parenting program. Ten tribal referrals were received in 2008. The Love and Logic parenting course was offered three times and each offering consisted of five separate parenting classes (15 classes in total). Of the 10 tribal parents referred, they averaged 3.4 classes per referral.</p> <p>The Okanogan CSO continues to work closely with</p> |

| | | | | |
|--|--|--|--|--|
| | | | | <p>the Tribal Food Distribution program to ensure that Tribal members are receiving the services that best fit their needs.</p> <p>The Okanogan CSO teamed with Okanogan County Transportation, the Colville Tribe, and other area partners to establish a city-to-city reverse commute, twice-a-day service between Nespelem and Omak. Regarding the city-to-city reverse commute, the Tribe supplied the van and the matching funds to access Job Access Reverse Commute (JARC) funding for the Nespelem - Coulee City / Omak route. The Okanogan County Transportation, Okanogan County Behavioral Healthcare, The Confederated Tribes of the Colville Reservation and the Okanogan CSO all play a role in providing matching funds for the three city-to-city routes . The other two routes are Oroville-Tonasket / Omak, and Bridgeport-Brewster-Okanogan / Omak. There have not been any interruptions due to the increase in fuel costs. The Nespelem - Coulee City to Omak route runs twice a day and is usually full. It runs from the Coulee City Casino through the agency campus and Nespelem and comes to the East Omak Community Center. Actual ridership information has been requested the Okanogan County Transportation. This data will be forwarded when available.</p> <p>The Okanogan CSOA meets with the Colville Tribe as needed to provide ongoing facilitation on issues that arise with Colville Tribal members.</p> <p>The Tri-County CSO continues to provide an out-stationed worker at the Tribal TANF office on the</p> |
|--|--|--|--|--|

| | | | | |
|---|--|---|---------------------|--|
| | | | | <p>reservation. This worker facilitates communication and collaborates with Tribal staff to provide Basic Food and Medical Benefits to eligible Tribal households. She can also issue EBT cards to eligible households. The worker issues an average of 20 EBT cards per month which is a great service to tribal members who then don't have to travel to Republic or Omak to receive their cards. Households receiving Basic Food Benefits from as a Tribal TANF recipient has not increased in the last year. Their caseload has remained fairly stable.</p> <p>Lastly, the Spokane North CSO provides out-stationed workers to the Spokane Tribe at its TANF offices in the City of Spokane. As well, the North Spokane CSO recently updated the regional Tribal TANF agreement regarding the issue of Tribe members wanting to apply for State instead of Tribal TANF benefits.</p> |
| 5) Work with the NATIVE Project and NATIVE Health Clinic in Spokane to review any progress and issues as they relate to Urban Native Americans. | 5A. Continue the FQHC Outstation Agreement to promote higher utilization of health services to Native Americas. | 5A. Identify and develop a plan to resolve issues cooperatively. | Same as first Block | <p>The Spokane Southwest CSO continues to provide FQHC out-stationed services at the Native Health Clinic in Spokane. The CSO processed a total of 422 applications for benefits at Native Health in 2008, very close to the same # as in 2007. Applications are primarily for pregnancy, family, and children's medical. The CSO took applications for ADATSA including referrals for treatment. Also, Non-Grant Medical which enables the patient to have retroactive medical to pay past and current medical bills. The working relationship and the feedback received from the clinic is excellent!</p> |
| 6) Identify outstanding issues/gaps in service, and develop performance expectations that | 6A. Discuss and document outstanding issues/gaps in service at meetings with tribes and urban Native American organizations. | 6A. Attach meeting agencies, minutes, correspondence, reports, and other documentation. | Same as first Block | <p>Regional Social Services Coordinator teamed with the Regional Manager for Indian Policy and Support to try and engage tribes (specifically, Colville and Spokane) to provide expedited medical eligibility services (HB 1088) for youth enrolled in a medical assistance program immediately prior to confinement in juvenile detention facilities. This</p> |

| | | | | |
|--|--|--|---------------------|---|
| can be implemented, monitored and evaluated. | | | | <p>effort did not lead to any requests from the tribes for DSHS to provide those services.</p> <p>The Indian Health Clinic at Wellpinit has indicated an interest in some type of out-stationing services through FQHC. We have been unable to accommodate this request due to inability to increase FQHC positions and did discuss some alternative options which have been helpful.</p> |
| 7) Train Region 1 CSD staff on major principles of Federal Indian law. | 7A. Ensure Region 1 CSD staff has access to the training provided by the Governor's office, DSHS and other Region 1 CSD resources. | 7A. Report on number and classifications of staff trained. | Same as first Block | <p>Okanogan CSO staff receives 7.01 training in all-staff settings. 7.01 training for staff that is new to the department and as a refresher for experienced staff was provided by Bob Brisbois, Regional Manager, Indian Policy and Support Services, on June 19, 2008. In addition, training was provided on Tribal Sovereignty and the Centennial Accord.</p> <p>The Okanogan CSO has one non-permanent supervisor who has yet to attend the Government to Government training. Two new supervisors were scheduled and attended the August session that was held in Wenatchee. The Tri-County CSOA ensures that all staff is made aware of tribal issues and relations. Lastly, CSDR1 headquarters has scheduled Indian Policy update training for all CSOAs with Bob Brisbois for May 14. North Spokane scheduled two new supervisors to attend the Government to Government training in 2008. Spokane Southwest had several supervisors complete this year's 7.01 training provided by Bob Brisbois.</p> |

TEConnections – Bridging the Digital Divide
For Welfare and Low-Income Youth
Throughout Eastern Washington

Well-documented inequalities in access to and the use of Information Technologies reflect patterns of a widening social and economic stratification in the United States. It is called the Digital Divide, and it is growing right here in eastern Washington – the very state that is home to technology giants such as Microsoft, Nintendo, and digital companies like Amazon.

The terminology ‘Digital Divide’ – the disparity between individuals who have and do not have access to Information Technology (IT) – including access to home computers and the Internet, became part of America’s vocabulary in the mid-1990s.

Why should DSHS care about the Digital Divide?

According to the Urban Institute, states like Washington, with high levels of income inequality in households (i.e., eastern Washington) also have high levels of poverty among children.

As well, our social safety nets for children in the U.S.A. provide more generous benefits to those who lose a parent through death than to those who lose one through desertion or inadequate income.

Yet, many of us still believe in the ideal of giving ALL children a fair opportunity to succeed in life. To that end – government services, especially public education and social and health programs, should be helping to level the playing field for welfare and low-income youth.

Connecting Technology, Education, and Community

Through a special partnership between Spokane Public Schools and the Department of Social & Health Services Region 1 Community Services Division, surplus computers are being refurbished and distributed throughout the Inland Northwest. TEConnections™, “*Connecting Technology, Education & Community*” is a winning collaboration to improve the lives of area TANF/low-income youth and their families. The objective of TEConnections™ is two-fold:

- 1) To use out-dated (surplus) computers as teaching and learning tools for students enrolled in computer technology classes at local high schools – whereby, through hands-on applied learning activities, they learn and gain real-work experience in computer repair, operations and maintenance, plus the importance of managing e-waste; and
- 2) To distribute the refurbished computers to TANF/low-income students to be used as home computers for homework purposes.

Since December 2005, more than 800 Spokane area TANF and low-income school-aged youth have received computers and Internet access through the TEConnections partnership. As well, the TEConnections partnership has grown to include private industry, public utilities, higher education, and community-based non-profits - all providing valuable technical assistance and online resources to youth and family participants.

Digital Divide statistics

- ✓ 23 million students in the United States do not have computers in their homes – representing roughly 28% of today's youth
- ✓ 8 out of 10 welfare/low-income youth served by Washington State's Department of Social and Health Services (DSHS) Region 1 Community Services Division are adversely impacted by the Digital Divide. They do not have access to a home computer and to the Internet
- ✓ 9 out of 10 welfare/low-income families in this same service delivery area (Region 1) indicated that they lacked the technology literacy to access online resources to help them improve and enhance their lives
- ✓ More than 19,000 welfare and/or low-income youth live throughout Spokane County
- ✓ Roughly 16,500 school-aged kids in Spokane County, have no home computer and lag far behind their classmates, unable to keep pace with assigned homework that requires technology literacy and Internet access

FACT: Youth who have access to a home computer do better on math (problem solving) and writing (communication) skill assessments than those youth who do not. (NCES)

FACT: 9 out of 10 high school students who have access to a home computer use that computer to complete school assignments (NCES)

FACT: Teenagers who have access to home computers are 6 to 8 percentage points more likely to graduate from high school than teenagers who do not have home computers (NCES)

How can we work together to ensure ALL students achieve academic success ?

- ✓ Advocate for the provision of equal and seamless access to home computers and Internet connectivity for all students.
- ✓ Expand Broadband reach into rural communities
- ✓ Understand and respond to the larger social, economic and cultural context of the impact of technology upon today's youth: we must pay careful attention to the needs of **all** constituents. We must also respond to the need(s) for systems change, especially as we move deeper into the Information Age.
- ✓ Move forward on the risks and returns of innovative programs like TEConnections™.